

TennCare Oversight Division Web Site Summary of Provider Complaints 2020

1st Quarter Total: 115
2nd Quarter Total: 141
3rd Quarter Total: 139
YTD Total: 397

Amerigroup TN TennCare 1st Qtr Total – 50

Denial Reversed: 32
Denial Upheld: 11
Ineligible: 1
Partial: 2
Resolved: 2
Question Answered: 2

AGP TN TennCare 2nd Qtr Total – 64

Denial Reversed: 38
Denial Upheld: 23
Ineligible: 1
Partial: 1
Resolved: 1

AGP TN TennCare 3rd Qtr Total – 75

Denial Reversed: 42
Denial Upheld: 22
Ineligible: 2
Paid: 2
Partial: 5
Pending: 1
Withdrawn: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 1

Denial Reversed: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2ndQtr Total – 7

Denial Reversed: 3
Denial Upheld: 3
Question answered: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3rd Qtr Total – 7

Denial Reversed: 4
Denial Upheld: 3

BCBST Anthem 1st Qtr Total – 1

Referred to Consumer Insurance Services

BCBST & TennCare 2nd Qtr Total – 1

Referred to Consumer Insurance Services: 1

Cigna 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

Harmony MA SNP 1st Qtr Total - 2

Denial Reversed: 1

Denial Upheld: 1

Humana 2nd Qtr Total – 1

Referred to Consumer Insurance Services: 1

Humana 3rd Qtr Total – 1

Ineligible: 1

TennCare 2nd Qtr Total – 2

Question answered: 2

TennCare 3rd Qtr Total – 1

Resolved: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 31

Denial Reversed: 13

Denial Upheld: 14

Partial: 1

Resolved: 2

Withdrawn: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 32

Denial Reversed: 14

Denial Upheld: 17

Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr Total – 22

Denial Reversed: 9

Denial Upheld: 8

Duplicate: 1

Partial: 1

Pending: 1

Resolved: 1

Withdrawn: 1

UnitedHealthcare Plan of the River Valley TennCare/Medicare Advantage SNP 2nd Qtr Total – 2

Denial Reversed: 1

Partial: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 8

Denial Reversed: 2

Denial Upheld: 6

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 8

Denial Reversed: 3

Denial Upheld: 4

Withdrawn: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 11

Denial Reversed: 2

Denial Upheld: 9

United Healthcare Commercial 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

United Healthcare Ohio 2nd Total: 1

Ineligible: 1

UnitedHealthcare & Aetna 3rd Qtr Total – 1

Referral to CIS: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 19

Denial Reversed: 10

Denial Upheld: 6

Partial: 1

Question Answered: 1

Resolved: 1

Volunteer State Health Plan TennCare 2nd Qtr Total – 21

Denial Reversed: 14

Denial Upheld: 5

Partial: 1

Question Answered: 1

Volunteer State Health Plan TennCare 3rdQtr Total – 19

Denial Reversed: 10

Denial Upheld: 7

Partial: 1

Question Answered: 1

Volunteer State Health Plan CoverKids 1st Qtr Total – 1

Denial Reversed: 1

Volunteer State Health Plan MA FIDE 2nd Qtr Total – 1

Denial Reversed: 1

Volunteer State Health Plan MA SNP 2nd Qtr Total – 1

Denial Upheld: 1

Volunteer State Health Plan MA SNP 3rd Qtr Total – 2

Denial Reversed: 2